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ABSTRACT

This report presents the findings of a 1995 survey of 1992-93 and 1993-94 graduates of Boise State University (BSU), Idaho, which sought to determine student use and satisfaction ratings of 25 BSU services, along with reactions to several general items on BSU's quality and environment. The mail survey of 1,456 graduates found that: (1) the percentage using each service ranged from a high of 99 percent for the registrar's office to a low of 8 percent for child care services; (2) the library, used by 96 percent of respondents, had the highest satisfaction rating, 80 percent; (3) internships, completed by 51 percent of students, had the second highest satisfaction rating, 76 percent; (4) parking, used by 89 percent of respondents, had the lowest satisfaction rating, 16 percent; (5) 80 percent thought BSU's environment was warm and friendly; and (6) about 70 percent thought they had made the right decision in choosing BSU, while 18 percent had no opinion and 10 percent disagreed. Four tables present detailed information on graduate responses. An appendix discusses the survey methodology and includes a copy of the survey questionnaire. (MDM)

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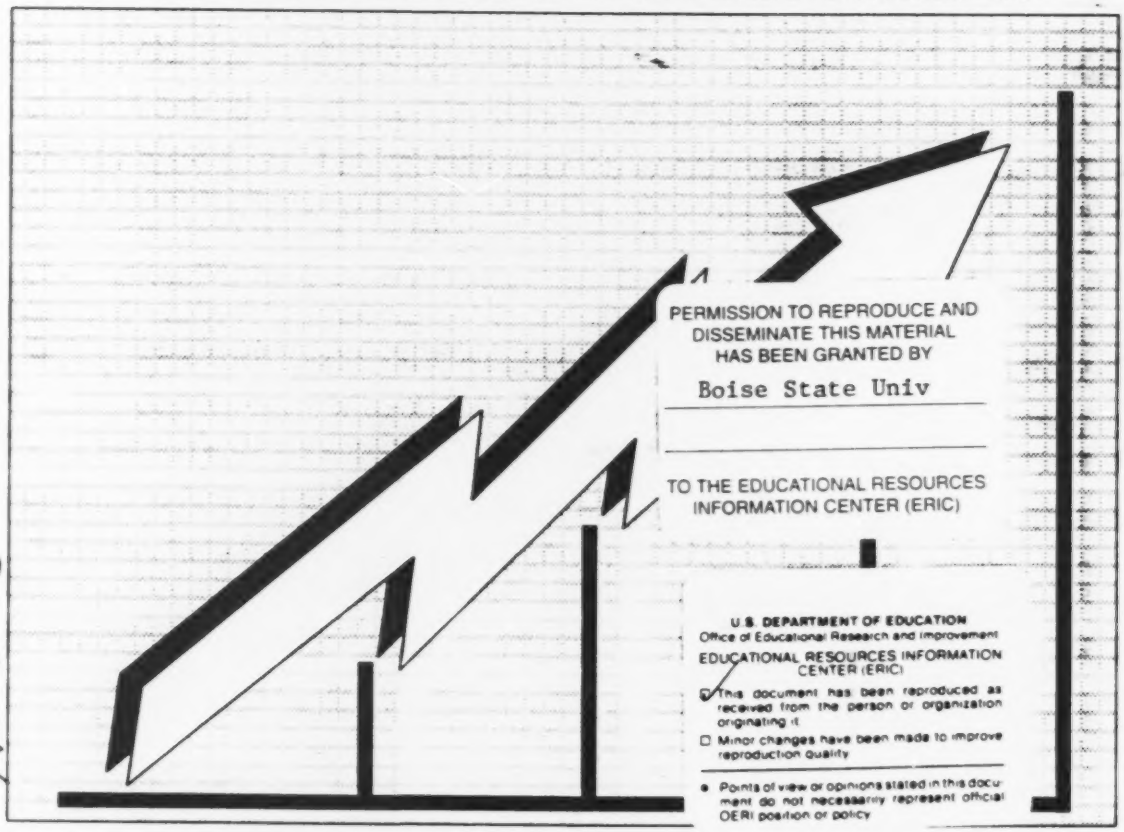
BSU Services and Climate: Reactions from Graduates

Research Report 96-01

Institutional Assessment



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Boise State University

BSU Services and Climate: Reactions from Graduates

Research Report 96-01

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Boise State University
January 1996

BSU Services and Climate: Reactions From Graduates

ABSTRACT

This report provides use and satisfaction ratings on 25 BSU services, along with reactions to several general items asking for graduates' perceptions of BSU's quality and environment. Results are based on a survey of graduates who completed their degrees in 1992-93 or 1993-94. In most instances, it was possible to tell whether changes had occurred in the past three years by comparing current data to that gathered three years ago on a survey of 1986-92 graduates.

Among the highlights of the report are:

- The percentage using each service ranged from a high of 99% for the Registrar's office to a low of 8% for child care services.
- The library, used by 96% of respondents, had the highest satisfaction rating (80%).
- Internships, completed by 51% of graduates, had the second highest satisfaction rating (76%).
- Parking, used by 89% of respondents, had the lowest satisfaction rating (16%).
- Recent graduates were more satisfied with course registration processes, the credit-by-examination program, parking, library and tutorial services than graduates from 1986-92.
- Most graduates (80%) thought BSU's environment was warm and friendly, though this was slightly lower than the results from the prior survey of graduates.
- Almost one-fourth of graduates agreed that they had to delay graduation because courses they needed were not available.
- About 70% thought they had made the right decision in choosing BSU, while 18% had "no opinion" and 10% disagreed.

BSU Services and Climate:
Reactions From Graduates

The classroom experience is the heart of the university. However, it is an experience that cannot exist without support. Students must register for the classes they take, pay for them, eat, and find a place to park. They need to use the library and sometimes get help from tutors. They attend university events and read the student newspaper. In short, all these services are part of the overall college experience. And services can make or break the institution. If enrolling in classes, attending them, or completing assignments becomes too difficult, students will leave the institution. Even if they remain, they are likely to become graduates who are indifferent to BSU's welfare, who do not speak highly of their experience or encourage others to attend BSU.

This report is based on a 1995 survey of graduates who completed their degrees in 1992-93 or 1993-94. Some of the survey items asked graduates if they had used each of 25 services, and, if so, to indicate their level of satisfaction with the service. Graduates were also asked to respond to five general climate items regarding the University. These items asked about the friendliness of the environment, course availability, quality of the University, variety of activities available, and confidence in their decision to choose BSU for schooling. To answer the question of whether changes have occurred in either services or climate, results were compared to findings from a 1992 survey of graduates who earned degrees between 1986 and 1992. Further information on the survey and its methodology can be found in Appendix A.

Findings

How Extensively Did Graduates Use BSU Services?

There were certain services that almost everyone indicated they had used. The registrar's office, admissions, library, parking, and academic advising were all services that more than 75% of graduates said they used. In addition, over half reported they had read campus newspapers, eaten

on campus, applied for financial aid, visited the health center, asked for help in career planning and job placement, and participated in internship experiences. Between 30% and 40% reported using student employment, participating in social activities or recreational programs, taking continuing education, or utilizing counseling services. Almost 20% had taken honors courses and 12% had used distance education. See Table 1 for full results.

There were no large changes (over 5%) in reported usage of University services in the past three years. The following services, however, showed a drop in usage of three to five percentage points compared to three years ago: parking, career planning and job placement, student employment, college-sponsored social activities, recreational and intramural programs, cultural programs and activities, and the honors program. See Table 1 for further details.

Were Graduates Satisfied with BSU Services?

Graduates who indicated that they had used each service were asked to indicate whether they were (1) very satisfied, (2) satisfied, (3) neutral, (4) dissatisfied, or (5) very dissatisfied with the service. As shown by Table 1, the percentage who were satisfied or very satisfied with each service ranged from a high of 80% for the library to a low of 16% for parking. The percentage who were *dissatisfied* ranged from a low of 6% for continuing education programs to a high of 72% for parking. Other areas where at least 30% of graduates indicated they were dissatisfied were course registration processes, academic advising, financial aid, and career planning and job placement.

To gain a better idea of how satisfied students were with frequently used services, all services which were used by over half of graduates were selected, then ranked from high to low based on the percentage of those who reported themselves satisfied with the service. The result is displayed in Figure 1. Over 75% of students were quite satisfied with the library and their internship experiences. Services in which less than half of graduates reported themselves satisfied included campus newsletters and newspapers, academic advising, career planning and job placement, and especially parking.

Satisfaction with BSU Service Areas Used by at Least Half of Graduates
1995 Survey of Graduates

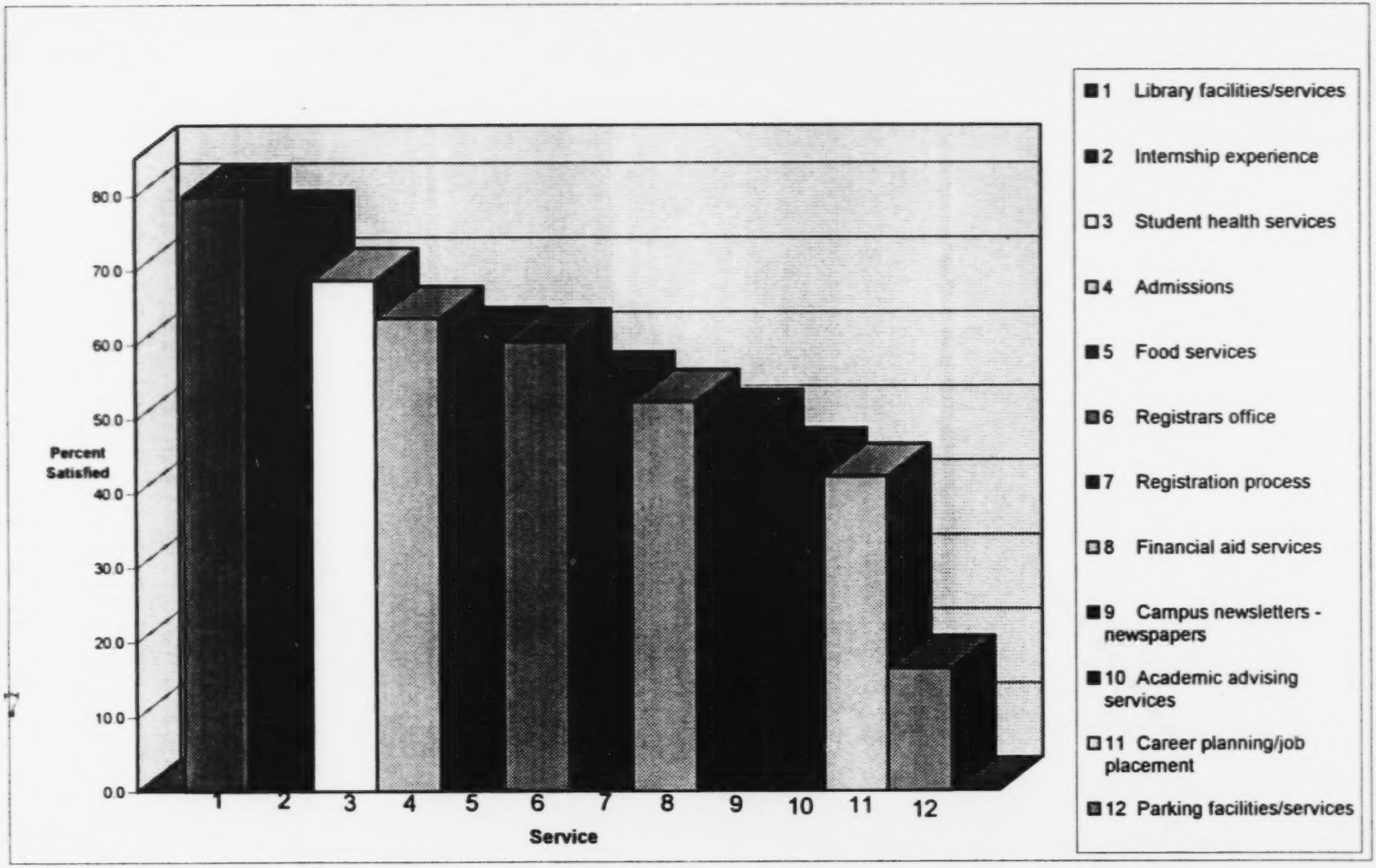

Figure 1

Have Changes Occurred in Satisfaction with BSU Services Compared to Three Years Ago?

To see if satisfaction levels had changed for any of the services, mean satisfaction ratings were calculated for all services that graduates rated both in 1995 and in 1992. These means were tested for statistical significance; results are shown in Table 2. Note that since a "1" indicated the graduate was very satisfied with the service, lower mean ratings indicated greater satisfaction.

Improvement since 1992 was found for course registration processes, the credit-by-examination program, parking, library services, and tutorial services. Satisfaction ratings had slipped in two areas: veterans' services and campus newsletters/newspapers.

Were Graduates Generally Pleased with the Climate at BSU?

Besides the evaluation of specific services, five items were included in the survey that were meant to tap more general characteristics of the University (see Table 3). Three of the items covered perceptions of the university. When graduates were asked if they thought BSU's environment was warm and friendly, 80% agreed. About the same percentage agreed that BSU was a fine university. Slightly over 70% thought they had made the right decision in choosing BSU. Statistical tests indicated that more recent graduates saw BSU as slightly less warm and friendly than prior graduates, but the other two items did not reflect a similar trend (see Table 4).

The remaining two questions asked about more specific activities: course scheduling and student activities. Almost one-fourth of graduates indicated that they had to delay graduation because courses they needed were not available. About the same percentage agreed that BSU needs a wider variety of activities and organizations for students; however, 48% had no opinion, indicating that this was not a burning issue for them. (See Table 3).

Summary and Conclusions

The purpose of this study was to report on graduates' perceptions of specific services at BSU and the more general climate at the University. Some things came as no surprise. Finding that almost everyone reported using registration, admissions, library, parking, and advising services or that almost no one was satisfied with the parking situation fell into the category of "no surprise". There were surprises, too, though. These included finding that about one in eight students used distance education at BSU, 30% used continuing education, and a majority (51%) had internships. These are experiences that are often viewed as a more marginal part of the university experience.

The findings showed several service areas that should be especially recognized. The first area was the library. Over 95% reported using library services and 80% of those were satisfied, the highest satisfaction rating for any service area. A second area was internships. Over half reported participating in internship experiences, and 76% of those were satisfied (the second highest satisfaction rating). A third area was parking. Although students were very negative about parking, usage was down and satisfaction (however low) was up compared to three years ago, perhaps indicating that some inroads have been made in improving the parking situation, even though there is a long way to go to reach the satisfaction level of any other service on campus.

While a good philosophy is probably that everything can be improved, there were also several areas where improvement efforts probably should begin because of the number of students using the service and the level of dissatisfaction. Parking was an obvious area since only 16% reported they were satisfied with the parking situation, by far the lowest satisfaction rating for any service. Course scheduling and registration was a second area. Almost one-fourth of graduates reported their graduation was delayed because courses were not available, and only 55% were satisfied with the registration process. This finding should be tempered by the knowledge that this group of graduates had attended BSU during a time of rapid growth. Perhaps the next survey will show better results simply because fewer students are now registering for a similar number of courses. Other areas to be targeted include advising (44% satisfied), career planning and placement (42% satisfied) and financial aid (52% satisfied).

In general, though, graduates were pleased with the climate at BSU. Most thought BSU was warm and friendly and that they had made the right decision in attending. Fine-tuning the service areas can only improve this perception.

Table 1
Useage and Satisfaction with BSU Service Areas
1995 and 1992 Surveys of Graduates

Service	% Who Used 1995	% Who Used 1992	% Satisfied 1995	% Satisfied 1992	% Dissatisfed 1995	% Dissatisfed 1992
Registrars office	98.8	N/A	60.4	N/A	16.9	N/A
Admissions	97.5	N/A	63.5	N/A	9.3	N/A
Course registration processes	97.3	96.2	54.6	51.2	30.1	32.3
Library facilities & services	96.0	96.0	79.9	75.1	10.0	14.9
Parking facilities & services	89.0	93.2	16.4	12.4	71.7	78.3
Academic advising services	78.1	78.9	44.3	47.2	32.9	30.7
Campus newsletters	74.0	75.3	49.5	54.6	13.6	12.2
Food services	66.3	65.7	60.7	64.3	12.8	11.4
Financial aid services	63.1	64.0	52.2	54.9	31.9	29.7
Student health services	58.3	59.5	68.6	75.1	13.3	10.5
Career planning & job placement	57.4	60.3	42.2	43.8	33.7	34.9
Internship experience	51.9	N/A	76.3	N/A	11.3	N/A
Student employment services	38.9	44.1	59.3	59.0	15.0	17.2
College-sponsored social activities	38.8	43.9	55.1	53.8	10.2	9.3
Recreational and intramural programs	36.8	40.3	66.8	68.0	7.0	5.7
Continuing education programs	29.9	N/A	75.4	N/A	5.7	N/A
Counseling services	29.6	28.7	47.7	52.8	22.3	20.5
Cultural programs & activities	28.8	34.6	59.0	61.8	8.8	8.4
University-sponsored tutorial services	24.1	22.5	61.5	54.9	13.8	15.3
Credit-by-exam program	22.6	25.1	61.9	55.2	8.1	11.0
Residence halls & apartments	21.7	23.6	60.4	60.0	12.3	15.1
Honors program	18.7	21.9	52.3	52.2	12.9	10.4
Distance education programs	12.0	N/A	57.7	N/A	7.8	N/A
Veterans services	11.9	13.2	53.0	59.3	16.1	5.5
Day care services	7.8	9.1	39.1	37.3	11.0	13.6

Table 2
Mean Differences Between 1992 and 1995 Survey Results on Service Items

Item	1995 N	1995 Mean	1995 Std. Deviation	1992 N	1992 Mean	1992 Std. Deviation	Statistical Significance at .05 Level
Course registration processes	1353	2.71	1.18	3252	2.81	1.13	*
Financial aid services	869	2.77	1.30	2149	2.69	1.25	
Academic advising services	1081	2.84	1.23	2617	2.81	1.15	
Credit-by-exam program	314	2.27	1.00	792	2.44	0.94	*
Parking facilities and services	1239	3.92	1.14	3124	4.12	1.06	*
Student employment services	538	2.45	1.07	1452	2.51	1.04	
Residence halls and apartments	299	2.44	0.99	742	2.47	0.98	
Food services	914	2.46	0.93	2195	2.42	0.86	
Student health services	794	2.28	1.05	1976	2.19	0.93	
Day care services	109	2.57	1.06	228	2.62	1.11	
Veterans services	163	2.47	1.09	366	2.27	0.91	*
Honors program	256	2.49	0.96	668	2.48	0.88	
Library facilities & services	1333	2.10	0.88	3245	2.24	0.98	*
Counseling services	407	2.66	1.16	907	2.60	1.08	
University-sponsored tutorial services	334	2.37	1.00	696	2.51	0.99	*
Cultural programs & activities	396	2.43	0.90	1104	2.38	0.82	
College-sponsored social activities	532	2.49	0.89	1421	2.51	0.79	
Recreational and intramural programs	505	2.27	0.85	1287	2.27	0.78	
Campus newsletters	1021	2.62	0.90	2494	2.55	0.85	*
Career planning & job placement	798	2.93	1.24	2000	2.92	1.23	

Note: Services ranked on a 5-point scale where 1 = very satisfied and 5 = very dissastified. Therefore, the lower mean indicates greater satisfaction.

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Table 3
Survey Responses to General Climate Items
1995 and 1992 Surveys of Graduates

1995 Survey		Percent Who:				
Item	N	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
27 Generally, BSU's environment was warm & friendly	1434	15.1	65.4	7.1	10.7	1.6
28 I had to delay my graduation because courses I needed were not available	1431	10.2	14.1	16.6	38.5	20.5
29 Overall, I think BSU is a fine university	1429	15.1	64.2	12.3	7.2	1.2
30 BSU needs a wider variety of activities and organizations for students	1430	9.3	16.6	47.9	22.8	3.4
31 I am convinced I made the right decision in choosing BSU	1427	21.9	50.4	17.5	8.3	1.9

1992 Survey		Percent Who:				
Item	N	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
27 Generally, BSU's environment was warm & friendly	3371	14.9	68	9.5	6.9	0.8
28 I had to delay my graduation because courses I needed were not available	N/A	N/A	N/A	N/A	N/A	N/A
29 Overall, I think BSU is a fine university	3361	15.8	64	11.7	7.3	1.2
30 BSU needs a wider variety of activities and organizations for students	3359	7.4	17.3	49.6	22.7	3
31 I am convinced I made the right decision in choosing BSU	3362	21.1	52.5	17.2	6.9	2.3

Table 4
Mean Differences Between 1992 and 1995 Survey Results on Climate Items

Item	1995 N	1995 Mean	1995 Std. Deviation	1992 N	1992 Mean	1992 Std. Deviation	Statistical Significance at .05 Level
Generally, BSU's environment was warm & friendly	1397	2.18	0.88	3371	2.10	0.76	*
Overall, I think BSU is a fine university	1392	2.15	0.82	3361	2.14	0.81	
BSU needs a wider variety of activities and organizations for students	1393	2.93	0.95	3359	2.97	0.90	
I am convinced I made the right decision in choosing BSU	1391	2.18	0.94	3362	2.16	0.91	

Note. Respondents used a 5-point scale where 1 = strongly agree and 5 = strongly disagree.

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Appendix A

Survey Methodology

The follow-up of graduates is a process implemented this year to provide information to departments, colleges, and university administrators on the success of BSU graduates and their perceptions of their BSU experience. The process will take place every other year and will include all graduates from the prior two years. This year, graduates from 1992-93 and 1993-94 were surveyed.

The process began in April with a review of several surveys that were already available (including the BSU survey administered in 1992). These were presented at the Deans' Council in May along with the request to notify the Coordinator of any particular data needs. A draft survey was then developed and distributed to Deans and Associate Deans for review. By mid-June, a finalized survey was ready for printing and mailing.

The survey was mailed the last of June along with a cover letter from BSU President, Charles Ruch, using addresses from an alumni file maintained by the Office of University Relations. In early August, a follow-up letter from the Coordinator of Institutional Assessment was sent. This was followed with a reminder postcard several weeks later. As shown below, based on the number of correct addresses, the response rate was 43%.

Number of Surveys Mailed:	*3,358*
Number returned due to Incorrect Information:	*7*
Number of Surveys Returned:	*1,456*
Percentage of Delivered Surveys Returned:	***43%***

The response rate differed depending on the College and program from which students received their degree. Only 29% of students in Applied Technology programs responded. The response rate for the other colleges ranged from 42% to 49%. This pattern of return indicates that some colleges and programs are over-represented in the general results. No attempt was made, however, to weight the responses, and findings are reported in simple percentages of the total number of responses.

SURVEY OF BOISE STATE UNIVERSITY GRADUATES

INTRODUCTION: As part of a continuing self-study effort, Boise State University is engaged in a survey of its graduates to secure information that can be used to help improve the educational programs and related services we provide our students and the communities they represent. Since you are a graduate of BSU, you are in a pivotal position to help us in this important assessment. We would, therefore, appreciate your taking 10-15 minutes of your time to complete this questionnaire.

Your responses to this survey will be kept COMPLETELY CONFIDENTIAL and all reports using the information provided will only deal with groups of respondents, not individuals. Therefore, we are asking you to respond with candor so we will be able to use the information/ideas you provide to improve our academic and support programs. However, if you do not want to answer a particular item, feel free to omit that item and go on to the next one.

After you have completed your questionnaire, place it in the prepaid envelope, and return it to the address shown. Please return this instrument within the next week. However, if this arrived while you were away, we'd still like to hear from you. THANK YOU.

1. Which one of the following best describes what you are currently doing?

①	Continuing my education, not employed outside the home
②	Employed and continuing my education
③	Employed full-time (not continuing my education)
④	Employed part-time (not continuing my education)
⑤	Self-employed (farm or business owner, etc.)
⑥	Serving in the Armed Forces/Military
⑦	Caring for a home/family (not employed outside the home, not continuing education)
⑧	Unemployed and seeking employment
⑨	Other (Please specify)_____

2. Have you taken any licensing or certification examinations related to your major or area of study at BSU?

①	Yes, I have taken and passed such an exam
②	Yes, I have taken such an exam but do not yet know the results
③	Yes, I have taken such an exam but did not pass
④	No, I have not taken any such exams but plan to do so
⑤	No, and I have no plans to take any such exams
⑥	Not applicable

3. Did you receive any special certification or training in an endorsement area at BSU?

①	No
②	Yes

4. If yes, in what area?_____

5. Since graduating from BSU, have you taken additional course work?

①	No
②	Yes

6. How well did BSU prepare you to continue your education?

①	Exceptionally well
②	More than adequately
③	Adequately
④	Less than adequately
⑤	Very poorly
⑥	Not applicable

7. Since graduating, have you applied for admission to another degree program?

①	Yes
②	No, but plan to apply
③	No, and have no plans to apply

8. What is the highest degree you plan to obtain?

①	I do not plan to obtain any additional degrees
②	Bachelor's degree
③	Master's degree
④	Doctoral Degree
⑤	Professional degree

9. Are you currently working on another degree?

①	Yes
②	No

BELOW IS A LIST OF ABILITIES OR SKILLS ONE MIGHT EXPECT TO DEVELOP WHILE PURSUING A POSTSECONDARY EDUCATION. TO THE *LEFT*, INDICATE YOUR OPINION OF THE IMPORTANCE OF THE SKILL IN AN INDIVIDUAL'S EFFORTS TO BE PERSONALLY/PROFESSIONALLY SUCCESSFUL IN TODAY'S WORLD. TO THE *RIGHT*, INDICATE THE IMPACT OF YOUR EXPERIENCE AT THIS UNIVERSITY ON YOUR ATTAINMENT OF EACH SKILL.

Major Importance / Moderate Importance / Minor Importance / No Importance ← IMPORTANCE TO YOU					IMPACT OF UNIVERSITY EXPERIENCES → Major Impact / Moderate Impact / Minor Impact / No Impact			
④	③	②	①	10. Developing original ideas and/or products	④	③	②	①
④	③	②	①	11. Thinking objectively about beliefs, attitudes, and values	④	③	②	①
④	③	②	①	12. Making and exercising a lifelong commitment to learning	④	③	②	①
④	③	②	①	13. Living my personal and professional life according to my own standard/ethic	④	③	②	①
④	③	②	①	14. Defining and solving problems	④	③	②	①
④	③	②	①	15. Developing skills that employers need	④	③	②	①
④	③	②	①	16. Accessing and using a variety of information sources	④	③	②	①
④	③	②	①	17. Getting along with people from various cultures, races, backgrounds, etc.	④	③	②	①
④	③	②	①	18. Recognizing and using effective oral communication skills	④	③	②	①
④	③	②	①	19. Developing and using effective leadership skills	④	③	②	①
④	③	②	①	20. Learning about existing and emerging career options	④	③	②	①
④	③	②	①	21. Understanding the interaction of human beings and the environment	④	③	②	①
④	③	②	①	22. Analyzing and drawing conclusions from various types of data	④	③	②	①
④	③	②	①	23. Recognizing and using effective written communication skills	④	③	②	①
④	③	②	①	24. Suggesting solutions to employers' needs	④	③	②	①
④	③	②	①	25. Working cooperatively in groups; working as a team member	④	③	②	①
④	③	②	①	26. Understanding international issues (political, economic, etc.)	④	③	②	①

INDICATE HOW YOU FEEL ABOUT EACH OF THE FOLLOWING STATEMENTS.

Strongly Agree / Agree / No Opinion / Disagree / Strongly Disagree					
①	②	③	④	⑤	27. Generally, BSU's environment was warm and friendly.
①	②	③	④	⑤	28. I had to delay my graduation because courses I needed were not available.
①	②	③	④	⑤	29. Overall, I think BSU is a fine university.
①	②	③	④	⑤	30. BSU needs a wider variety of activities and organizations for students.
①	②	③	④	⑤	31. I am convinced I made the right decision in choosing BSU.

FOR EACH SERVICE (OR PROGRAM) LISTED, INDICATE (a) WHETHER YOU USED THE SERVICE WHILE AT BSU AND (b), IF YOU USED THE SERVICE, YOUR LEVEL OF SATISFACTION WITH THAT SERVICE.

① I Did Not Use This Service	② I used this service and was: Very Satisfied	③ Satisfied	④ Neutral	⑤ Dissatisfied	⑥ Very Dissatisfied	
①	②	③	④	⑤	⑥	32. Course registration processes
①	②	③	④	⑤	⑥	33. Financial aid services
①	②	③	④	⑤	⑥	34. Academic advising services
①	②	③	④	⑤	⑥	35. Credit-by-Examination Program
①	②	③	④	⑤	⑥	36. Parking facilities and services
①	②	③	④	⑤	⑥	37. Student employment services
①	②	③	④	⑤	⑥	38. Residence halls and apartments
①	②	③	④	⑤	⑥	39. Food services
①	②	③	④	⑤	⑥	40. Student health services
①	②	③	④	⑤	⑥	41. Day care services
①	②	③	④	⑤	⑥	42. Veterans services
①	②	③	④	⑤	⑥	43. Honors Program
①	②	③	④	⑤	⑥	44. Library facilities and services
①	②	③	④	⑤	⑥	45. Counseling services
①	②	③	④	⑤	⑥	46. University-sponsored tutorial services
①	②	③	④	⑤	⑥	47. Cultural programs and activities
①	②	③	④	⑤	⑥	48. College-sponsored social activities
①	②	③	④	⑤	⑥	49. Recreational and intramural programs and services
①	②	③	④	⑤	⑥	50. Campus newsletters/newspapers
①	②	③	④	⑤	⑥	51. Career planning and job placement services
①	②	③	④	⑤	⑥	52. Internship experience
①	②	③	④	⑤	⑥	53. Distance education programs
①	②	③	④	⑤	⑥	54. Continuing education programs
①	②	③	④	⑤	⑥	55. Admissions
①	②	③	④	⑤	⑥	56. Registrar's office

PLEASE COMPLETE THE FOLLOWING ITEMS IF YOU ARE WORKING FULL-TIME.

57. How long did it take you to obtain your first full-time job after graduating from BSU?

①	Obtained the job prior to leaving BSU
②	Less than one month
③	1 to 3 months
④	4 to 6 months
⑤	7 to 12 months
⑥	Over 12 months
⑦	I was already employed and have continued in that job

58. If you were already employed, have you received a promotion or additional responsibilities as a result of the training you received?

①	Yes
②	No
③	Not Applicable

59. Are you using skills and knowledge acquired at BSU in your job?

①	Yes, frequently
②	Yes, occasionally
③	Almost never
④	No

60. Are you working at a job where you are using the special certifications or endorsements you received at BSU?

①	Yes
②	No
③	Not applicable

61. What is your current job? _____

_____

62. What is your current annual salary?

①	Less than $15,000
②	$15,000 - $19,999
③	$20,000 - $24,999
④	$25,000 - $29,999
⑤	$30,000 - $34,999
⑥	$35,000 - $39,999
⑦	$40,000 - $44,999
⑧	$45,000 - $49,999
⑨	$50,000 or more

TO WHAT EXTENT DO YOU AGREE WITH THE FOLLOWING STATEMENTS ABOUT YOUR MAJOR PROGRAM OR DEPARTMENT WHILE YOU WERE AT BSU?

Agree Strongly ↓ | Agree With Reservations ↓ | Disagree With Reservations ↓ | Disagree Strongly ↓

①	②	③	④	63.	Faculty members were genuinely interested in the welfare of students.
①	②	③	④	64.	I would advise a friend with similar interests to enroll in the same major.
①	②	③	④	65.	Many department/program courses were not offered at the right times for me.
①	②	③	④	66.	A number of courses covered the same material and were redundant.
①	②	③	④	67.	Department members actively helped graduates of the program find appropriate employment.
①	②	③	④	68.	If starting over, I would enroll in the same major/program again.
①	②	③	④	69.	There was good communication between faculty and students regarding student needs/concerns.
①	②	③	④	70.	Many opportunities existed outside of class for interactions between students and faculty departments.
①	②	③	④	71.	The interactions and discussions with my peers in the department were a major source of motivation and support.
①	②	③	④	72.	Department members encouraged and helped students explore ways of continuing their education after graduating from BSU.
①	②	③	④	73.	Faculty were outstanding teachers.

74. Most recent BSU degree_____ 75. Year _____ 76. Major _____

77. What advice would you give to your department to improve the quality of education offered?

_____

_____

_____

78. What did you like most about your BSU experience? _____

_____

_____

79. What was the best course you took at BSU? _____

80. What course did you find least helpful? _____

81. What was the hardest thing you had to do in order to complete your education at BSU?

_____

_____